

# B2C DELIVERY

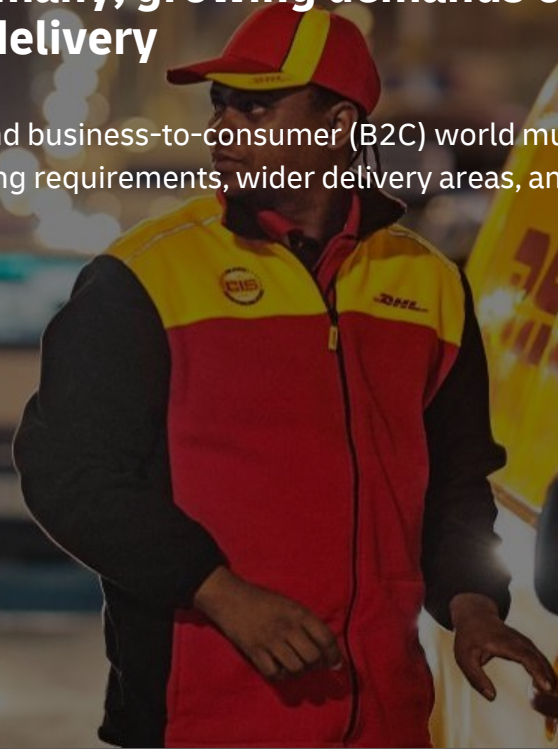


## Speed and reliability – meeting the many, growing demands of business-to-consumer electronics delivery

Consumer electronics companies in the e-commerce and business-to-consumer (B2C) world must tackle multiple logistics challenges. There are different stocking requirements, wider delivery areas, and increasingly demanding end customers.

### TYPICAL BUSINESS CHALLENGES

- Delivering reliably & economically
- Consistently enhancing the customer experience
- Presenting the best possible interface
- Offering options to boost customer satisfaction



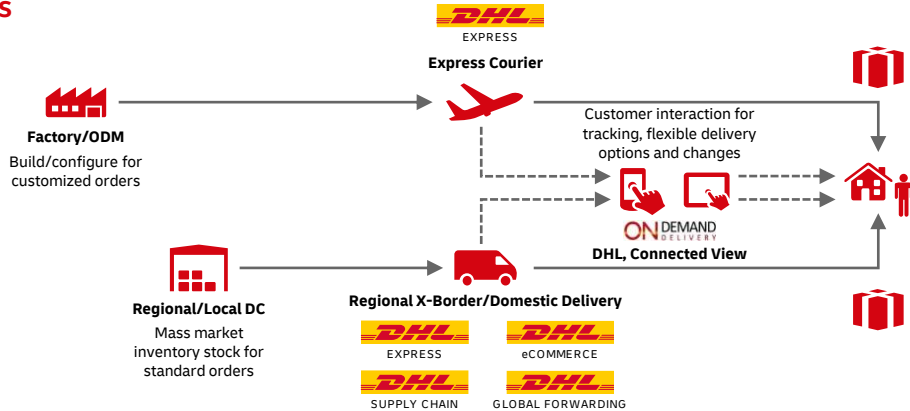
## DHL SOLUTION

This reliable, economical, and professional solution delivers each item to its destination on time, no matter how difficult the schedule or remote the location. End customers are delighted by the online and mobile interface which takes delivery flexibility, convenience, and visibility to a new level.

### SOLVING YOUR BUSINESS CHALLENGES

- ✓ **Delivering reliably & economically** – Short end-to-end transit times, wide delivery coverage, tech-driven logistics cost savings, and more
- ✓ **Consistently enhancing the customer experience** – Dependable delivery performance gives a highly professional impression, building brand loyalty and encouraging future purchases
- ✓ **Presenting the best possible interface** – An easy-to-use portal provides the end customer with delivery flexibility, choice, convenience, and visibility
- ✓ **Offering options to boost customer satisfaction** – Expand options as required, including signature release, holiday hold, neighbor drop-off, cash on delivery, white parcel locker service, and more

### CUSTOMER SATISFACTION AND COST EFFICIENCY DRIVE FAST, RELIABLE CONSUMER ELECTRONICS DELIVERIES



## B2C DELIVERY



### KEY BENEFITS FOR YOUR BUSINESS



#### CUSTOMER SATISFACTION

With fast turnaround times and reliable, professional service

#### OPTIMAL CX

Enhanced the customer experience (CX) with online/mobile interaction, extending functionality and visibility



#### DELIVERY FLEXIBILITY

DHL's wide service range is matched to individual shipment needs



#### MORE CHOICE

Extra delivery options add to customer convenience



#### SEAMLESS INTEGRATION

With DHL's logistics expertise and experience

